

NOTICE OF VACANCY
September 10, 2021

POSITION: **Head of Patron Experience, L-14**

DEPARTMENT: **Library**

SALARY RANGE: **\$30.71-\$41.93 per hour / \$59,900.88 - \$81,765.84 annually**

HOURS: **37.5 hours/week, 2 evenings per week, alternating Fridays/Saturdays**

The Framingham Public Library, a recognized leader in collaborative programming, located 20 miles west of Boston with a 53,000 sq. ft. Downtown Main Library, a 17,000 sq. ft. branch library, and a Bookmobile, seeks a dynamic and energetic Head of Patron Experience with the creativity, flexibility, and enthusiasm to lead our Patron Experience team in delivering exceptional library services focused on access and equity.

Position Purpose:

Serves as the dynamic leader of the Patron Experience Department for the Framingham Public Library, the premier resource for free inquiry, creative enrichment, and lifelong learning. Promotes and provides exemplary customer service to the vibrant and diverse population in the city of Framingham. Exemplifies innovation, flexibility, collegiality, and enthusiasm for all aspects of library customer service.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Has a broad array of responsibilities leading the Patron Experience Department, and plans for and provides a warm, welcoming and accessible patron experience for all library users. Assumes primary responsibility for operations of the Main Library Patron Experience Department.
- Participates as an integral member of the Library Leadership Team, promotes and supports a culture of collaboration and best practices among all library staff. Actively contributes to the development of the Library Long Term Strategic Plan and the achievement of its goals and activities.
- Supervise all aspects of the Patron Experience Department, including assisting in the hiring, training, evaluating and scheduling of employees. Promotes and provides exemplary customer service to staff and public. Supervises and trains employees in the use of the integrated library software system and to provide excellent customer service. Trains staff to protect confidentiality of patron records according to library policy and Mass General Law. Leads and mentors staff to provide a team based, customer focused and enthusiastic patron experience. Promotes professional advancement and continuing education opportunities for staff as available.
- Works in collaboration with McAuliffe Branch Library Staff, the Head of Bookmobile Experience and other departments to develop a flexible, adaptive staff scheduling process that ensures proper coverage and support for library activities. Fosters teamwork and partnership between departments and among library staff. Welcomes staff suggestions and initiatives.

- Views change as a welcome opportunity to review, assess and analyze library services. Freely shares innovation, cost efficiencies and improvement suggestions with Library Administration.
- Is pro-active in bringing emerging technologies and visions for improvement and implementation of delivery services to the public.
- Acts as primary contact for patron concerns and responds in a positive and flexible manner. Ensures accessibility of library services for all patrons. Refers issues to Library Administration as required.
- Assists patrons in borrowing and using all library materials and accessing digital resources. Gives directional information. Provides information on library policies and procedures. Contributes to refinement of library policies and procedures as required.
- Participates in collection development and the maintenance of an attractive, current array of library materials.
- Supervises library network transfers and the disbursement of items borrowed from other libraries.
- Creates attractive displays to showcase and highlight library materials of all kinds.
- Assumes responsibility for the Main Library as necessary.
- Accurately collects and maintains library statistics as required for the ARIS report or requested by Library Administration.
- Participates on Library committees and working groups. Meets monthly with Patron Experience staff across the library system. Keeps up to date on library innovations and trends through professional journals and professional development.
- Monitors safety of the library facility for employees and the public. Responds appropriately to emergencies and keeps Library Administration informed of any problematic situation.
- Represents the library to city, local, network and other organizations as directed or required.
- Follows safe work practices.
- Performs related duties as assigned.

Recommended Minimum Qualifications:

Education, Training and Experience:

Master's Degree in Library Science from an ALA accredited institution; three to five (3-5) years of library and supervisory experience; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge of:

- Integrated Library Systems (ILS), Innovative Sierra preferred
- Library procedures and supervisory practices, including database searching and interlibrary loan
- Microsoft Office and Google Suite
- Materials selection and collection development best practices
- Emerging technology trends, especially as they pertain to library information and research

Ability to:

- Exhibit humor, tact, flexibility, and initiative
- Enthusiastically lead and motivate staff
- To learn new software and hardware quickly
- Embrace change and contribute to the overall mission of the library

Skill:

- Communication and organizational skills
- Familiarity with Spanish or Portuguese desirable

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee frequently is required to stand and talk or hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 40 pounds.

Supervision:

Supervision Received: Library Director, Assistant Library Director

Supervision Given: Up to 23 full and part time staff

Job Environment:

Work is performed primarily in an office environment with normal office noise and traffic.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

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www.framinghamma.gov/jobs

The City of Framingham is an Affirmative Action Equal Opportunity Employer.